

file in E-01345A-05-0816



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ARIZONA CORPORATION COMMI

UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: ( [REDACTED] )

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2005 - 48819

Date: 12/13/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Mary

Zampelli

Account Name:

Mary Zampelli

Home: [REDACTED]

Street:

[REDACTED]

Work: [REDACTED]

City:

Cottonwood

CBR:

State:

AZ Zip: 86326

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer called to say that she is against the pending rate increase for APS, in which the company is asking for a 20% hike in rates. She feels that this is a terrible burden on ratepayers and especially if the rate case is assist the company in recovering monies related to their pension plan.

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

Advised customer that I would write up her comments and enter her opinion onto the record. Also told customer, I would a copy of her comments in the docket. CLOSED.

\*End of Comments\*

Date Completed: 12/13/2005

Opinion No. 2005 - 48819

Arizona Corporation Commission  
DOCKETED  
DEC 15 2005

DOCKETED BY [Signature]

RECEIVED  
DEC 14 2005  
10:29 AM  
AZ CORP COMMISSION  
DOCKETING SECTION

file in E-01345A-05-0816

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Complaint No. 2005 - 48737

Date: 12/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Beaver Creek

School District #26

Account Name:

Beaver Creek School District #26

Home: ([REDACTED])

Street:

[REDACTED]

Work: [REDACTED]

City:

Phoenix

CBR:

State:

AZ

Zip: 85002

is:

Utility Company:

Arizona Public Service Company

Division:

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Received the following correspondence:

As a school district, we operate on an annual fixed budget, by committing more money into our utility budget, APS will adversely cause a direct hardship on our students. This rate hike ultimately effects the students in the classrooms due to budget constraints.

We have already been hit by increased rates in gas and propane, and now with a utility rate increase we will no longer be able to provide the quality of education we are committed to provide.

APS will be responsible for taking education services away from students, and dollars out of the classroom!

\*End of Complaint\*

Utilities' Response:

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Investigator's Comments and Disposition:

Opinion entered into our database for the records. I then called John Laporta to have this docketed. CLOSED.

\*End of Comments\*

Date Completed: 12/8/2005

Complaint No. 2005 - 48737

Substantiated/Un-Substantiated not yet determined

Notes:

file in E-01345A-05-0816

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48682

Date: 12/6/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: David & Laura Long

Account Name: David & Laura Long

Home: [REDACTED]

Street: [REDACTED]

Work: (800) 999-0000

City: Prescott

CBR:

State: AZ Zip: 86305

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

#### Nature of Complaint:

Received the following email:

Dear Mr. Miller and Commissioners,

A few days ago, we received a letter from Arizona Public Service announcing that they were filing for a TWENTY PER-CENT increase in electric rates. That was in addition to the temporary increase for 1.7 per-cent increase identified as pending before the Commission AND the expectation of requesting ANOTHER five percent increase in April of 2008. I could not believe what I was reading!

Granted, gasoline costs have increased, and we desperately need a "Price Gouging Law" as do other States. I must point to the hydroelectric and coal producing electricity that makes up much to satisfy Arizona's demand however, I have been in business myself and also served as an Elected Official for sixteen years, or four terms. In both cases, I have learned that there are times when you must "do more with less". Rate increases such as those outlined are absurd! Yes, I am sure A.P.S. has more customers, that for the most part are obtaining service in areas that currently have existing transmission lines, that individuals or developers are paying to have service established and obviously their gross revenues are increasing commensurately. Their claim of "need" rings hollow!

When "we", (Arizonans), see a similar increase in our paychecks or fixed and limited retirement incomes, then and ONLY then should Arizona Public Service be granted an increase! I urge you to tell them "NO! You will NOT be granted your requested increase!"

I have never felt it necessary to write the Commission in my fifty-nine years in Arizona until now. Please represent Arizonan's collective interests as stated. Thanking you for your service and protecting Arizona now and in the future, I remain,

Sincerely,

David Long

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

Opinion against the proposed rate case entered into our database and docketed. CLOSED.

\*End of Comments\*

Date Completed: 12/8/2005

Opinion No. 2005 - 48682

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